

IBM Global Technology Services 2009/2010 Services Catalog

Explore the possibilities! Do more with less!
Money Saving IT Services from IBM





With services designed to reduce cost, boost performance and increase efficiency, your business can strike a balance between near-term results and long-term gains.

Contents

5 A message from our executive

6 Do more with less

11 The IBM services portfolio

9 Middleware services

13 End user services

17 Integrated communications services

21 Site and facilities services

25 Server services

29 Storage and data services

33 Business continuity and resiliency services

37 Security services

43 Maintenance and technical support services

47 IBM financing

49 Featured article: weathering the storm

50 Index of offerings



A message from our executive

Dear IT manager,

Reducing expenses, boosting productivity and helping optimize operations is imperative during difficult economic times. That's why IBM Global Technology Services put together a comprehensive catalog of services to address these and other important issues.

Let's start with the major elements of any enterprise — brand, business model and infrastructure.

Your brand is that which you are known for. Your brand could represent product excellence or reliability. It might symbolize trust or social responsibility. Your brand is essentially the most important attribute your organization has. It's an attribute you can try to formulate, but it's in fact based on every interaction your customers have with you, and ultimately, it will be defined for you.

Supporting that brand is the business model—the nuts and bolts of what you are as an organization. It answers the tough questions: Do you have the assets and capabilities needed to properly position your organization? What do you need to get there? And then how do you deliver expanded capabilities to your constituents and clients?

In the end, it all runs on an infrastructure—and designing and supporting this infrastructure is the primary value proposition of IBM Global Technology Services. After all, you can only deliver on the promise of your brand, encourage growth and enhance the customer experience if you have an infrastructure that's responsive to your business needs and supports the business model.

As technology continues to get smarter, faster and cheaper, IBM can help you leverage technology to address business needs and enable greater IT capabilities. By delivering more business value for less, the services featured in this catalog can enable you to:

- Cut costs
- Get more out of existing IT infrastructures
- Drive productivity and efficiency in IT operations.

Many of these services can also help you defer capital expenditures, ease staffing pressures and provide immediate savings and near-term ROI.

Thank you for your business.

Sincerely,



Tim Bohling
Vice president of marketing and strategy
IBM Global Technology Services, Americas

Do more with less

The global financial crisis has reverberated across virtually every industry. Just about everyone is affected by this crisis. And while some organizations will be weakened, others will gain strength and enhance their competitiveness. Which will you be?

Like most IT managers, you have probably been challenged by cost cutting. Just when you think you've done everything possible to trim your budget, you're asked to continue operating with further spending reductions.

IBM can help you do more with less

- Cut costs by reassessing your IT operations
- Get more out of your existing infrastructure
- Improve the productivity of your staff

IBM Global Technology Services offerings are designed to help you realize immediate savings and near-term ROI. By optimizing your operations in a tough economy, we can help you enable positive change in the following three areas as your organization tries to adapt to or capitalize on the changing state of the economy.

Cut costs

If your focus is on cost-efficiency, you're looking for ways to squeeze more savings out of your already tight budget. IBM can help. By working with you to reassess your infrastructure, we can help you uncover inefficiencies and identify opportunities to cut costs while also addressing your current business objectives.

Optimize IT infrastructures

The pressure is on to reduce operating expenses without jeopardizing your day-to-day business operations. So how do you ensure that IT is fully leveraged and addressing your changing business needs? IBM is equipped to help you address the challenges head-on by helping you assess IT operations to uncover hidden costs and highlight opportunities for infrastructure optimization.

Improve productivity

Today's economy is making it even more difficult for you to provide more to your clients. Improving your staff productivity with cost-saving solutions may be the answer to some of the challenges. You can augment capabilities where needed or let IBM manage some or all of your IT for you.

Real people with real-world experience delivering real business results

At IBM, we face the same challenges as any other business. That's why we continue to prove our work every day in our own business evolution. Many of our business issues are the same business issues you face—and that's why the same success can be yours, too.

In times of adversity, IBM is well positioned to provide greater value because of the breadth and depth of our expertise and skills, the strength of our proven capabilities, and our nearly 100 years of IT experience and established best practices. You can feel confident that your relationship with IBM can help you succeed despite what's happening with the economy.

Use these icons to identify the key business benefits that each service is designed to deliver:



CUT COSTS



OPTIMIZE IT
INFRASTRUCTURES



IMPROVE PRODUCTIVITY

Cut costs—Services with this icon offer the support you need to identify cost savings while addressing your current business objectives.

Optimize IT infrastructures—Services with this icon can help you build a security-rich, high-performance and operationally efficient infrastructure.

Improve productivity—Services with this icon can help you position IT to drive efficiency and productivity across the organization.



MIDDLEWARE SERVICES

If yours is like most IT organizations, you may be facing significant pressure to use IT to support business innovation. Now IBM can help you unlock the potential of your infrastructure with middleware services that allow a smooth flow of information from siloed applications to business processes throughout the enterprise. >>

» IBM IT Lifecycle Management and Governance Services – service management implementation

These services can help you assess, define and implement an integrated set of systems management tools based on industry-leading software, process automation and IT Infrastructure Library® (ITIL®) best practices.

Details

- Provides comprehensive services that are customizable to address your needs
- Helps improve control over IT service delivery and aligns it with business objectives
- Includes proven methodologies and accelerator tools to help achieve deployment faster and more cost-effectively
- Leverages automated, integrated processes to improve resource management, asset management, change management and service management
- Uses ITIL best practices to help you develop a framework that guides your adoption of IT service management
- Helps build a more resilient IT enterprise—one that can accommodate change with a reduced risk of system failures or other unexpected side effects

Duration

Approximately four to six weeks



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» IBM SOA Integration Services – Web infrastructure optimization and virtualization

Designed to help you build an effective virtualized, distributed application-hosting environment, these services can help you optimize your Web infrastructure and improve system and Web application performance at a lower total cost.

Details

- Provides IBM consultants who work with you to create an integrated, scalable and reusable application infrastructure
- Deploys IBM professionals who work with your IT staff members to transfer the knowledge they need to support your systems after the project is completed
- Offers services that can help:
 - Streamline IBM and non-IBM Web application server environments
 - Improve application performance and reliability
 - Automate server administration
 - Support high-end transaction processing
 - Implement policies that dynamically assign processing resources to address fluctuating business demand
- Includes comprehensive design and implementation services that enable you to create a heterogeneous, virtualized Web application environment
- Consists of proven best practices, tools and methodologies that help speed implementation and improve your ROI

Duration

Typically six weeks or more, depending on the size and scope of the project



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END USER SERVICES

Redundant devices, inefficient processes and increasing security risks can eat into your schedule—when what you really need is more time to respond to challenges and opportunities. To help your company be competitive in the global marketplace and reduce your IT costs in the long run, consider end user services from IBM. >>

» IBM Smart Business Desktop – Desktop Cloud Services

Desktop Cloud Services can provide “anytime, anywhere” access to your applications, information and resources by restructuring your distributed IT architectures into simplified, open-standards-based frameworks.

Details

- Helps you reduce IT costs and complexity while increasing flexibility and control
- Connects users to platform-independent applications and full client images running in virtual machines
- Delivers a common, security-rich, scalable and resilient IT infrastructure
- Provides users with single-point, consistent access from almost any device
- Offers message-based, real-time intelligence and aware components to help deliver dynamic scalability and load balancing
- Helps reduce storage requirements—potentially by up to 80 percent
- Enables higher productivity by freeing users from PC IT support tasks

Duration

May include short-term implementation and consulting services ranging from one to two months; annuity services arrangements are subject to negotiations with the client



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» By hosting virtual desktops in the data center, companies can reduce endpoint device management and support requirements and enable end users to access their applications and data from practically anywhere.¹ «



INTEGRATED COMMUNICATIONS SERVICES

Advances in communications and networking capabilities today offer organizations almost unlimited opportunities to create business advantage by conducting business just about anywhere, anytime, using multiple types of devices and communications. Integrated communications services from IBM are designed to enable you to support key networking environments and build differentiating advantage through business innovation. >>



» IBM Converged Communications Services

IBM provides a portfolio of consulting, integration, deployment and management services to help build integrated communications and networking environments that can turn your legacy networks into platforms of innovation when voice, data and video converge.

Details

- Helps you:
 - *Improve productivity with innovative, collaborative environments using voice, data and video*
 - *Facilitate collaboration*
 - *Reduce costs by streamlining networks and network management support*
 - *Increase operational flexibility*
 - *Support a mobile workforce and distributed operations*
 - *Convert legacy call centers into multichannel contact centers for improved customer service*

Duration

Typically one to three months, depending on the scope of the project

» IBM Network Integration Services

Based on a proven delivery model for networking, these services can help ensure your network's ability to provide the level of availability and performance your business requires. Designing, integrating and deploying network infrastructures that are both efficient and adaptable often translates into an accelerated return on your technology investment.

Details

- Helps you:
 - *Tailor network design to respond to changing business requirements*
 - *Implement complex network upgrades, refreshes, expansions and consolidations*
 - *Improve network availability and performance*
 - *Manage costs*
 - *Simplify project coordination and accelerate implementation schedules*
 - *Reduce the risks associated with making changes to the network*
- Offers solutions for wide area, campus, local area and data center networks

Duration

Typically one to three months, depending on the scope of the project



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» IBM Mobility and Wireless Services

These services can help you design and deploy a wireless broadband infrastructure that connects people to each other and to the information they need, while lowering costs and defining security requirements.

Details

- Helps you:
 - *Rapidly deploy reliable, security-rich mobility infrastructures*
 - *Reduce network maintenance and communications costs*
 - *Gain a high-speed communications system that's extensible to mobile workers*
 - *Boost the productivity of public service and constituent support professionals*
 - *Improve overall organizational responsiveness to gain advantage for your community*
 - *Enhance the delivery of public safety and services, drive economic development and enrich the lives of citizens*

Duration

Typically one to three months, depending on the scope of the project



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SITE AND FACILITIES SERVICES

Your data center is critical to your business. Shortsightedness and lack of preparedness can leave your business untethered from the information that makes it run. With site and facilities services from IBM, you can get short-term support moving equipment from one site to another, and smarter network recabling and reconfiguration services to help you save money through energy-efficient redesign. To support your long-term data center strategy, IBM provides assistance with the evaluation, design, implementation and management of your IT infrastructure and physical environment. Short term or long term, IBM can help you minimize the risk and complexity associated with updating or building your data center, enabling you to get more value from every square foot of space. >>

» **IBM Data Center Family™ modular data center solutions**

Our modular data center solutions use standardized, efficient designs that can align your capital and operational spend to IT requirements, so you pay only for what you need, when you need it.

Details

Offers three design families to support environments from very small to very large:

IBM IT Facilities Assessment, Design and Construction Services

- *Scalable modular data center*—a quick-to-deploy, cost-effective, energy-efficient data center solution for high-density computing environments that can be implemented in virtually any environment
- *Enterprise modular data center*—uses a proven, reliable and adaptable methodology to allow you to incrementally increase both power capacity and floor space as needed—potentially up to 12 times growth
- *Portable modular data center*—delivers rapid deployment of a comprehensive modular data center to help easily expand your existing data-processing capability in remote or temporary environments

Duration

Typically two to three months, depending on the scope of the project



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» **IBM IT Facilities Consolidation and Relocation Services**

These services are designed to help you perform a successful relocation or consolidation on time and under budget. We use a multiphase, consulting-based approach to support smooth transitions and future-ready environments that enable you to deliver better performance to users.

Details

- Helps optimize availability, scalability, recoverability and agility while reducing risks
- Enables you to migrate applications, data, IT and infrastructure equipment within data centers or from one data center to another
- Typically includes:
 - *Business case development*
 - *Consolidation or relocation model development*
 - *Detailed project plan creation (following validation of models)*
 - *Plan implementation with minimal downtime during transition*

Duration

Typically one to nine months, depending on the scope of the project



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» IBM Facilities Cabling Services – fiber transport system

This turnkey service provides comprehensive planning as well as onsite consultation, installation and integration of a fiber optic cabling infrastructure to help reduce data center costs while supporting optimal system availability.

Details

- Helps increase the service level and availability of your data center
- Streamlines unmanageable clogs of underfloor cabling that contribute to excessive heat buildup
- Provides more reliable, faster and less disruptive moves, adds and changes
- Offers IBM cabling systems that are prefitted with connectors at the manufacturing stage
- Includes direct-attach trunking to help eliminate long jumper cables, reducing underfloor congestion and enabling better airflow

Duration

Typically one to six weeks, depending on the scope of the project



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SERVER SERVICES

It's time to simplify. Consolidate. Save time and money. And get back to the business you're in. IBM provides a broad portfolio of server services to help you do just that. We can help you build and manage a dynamic infrastructure that supports business, operational and product innovation and enhances your computing environment. »

» IBM Server Managed Services – remote managed infrastructure

These services provide a flexible, affordable suite of services to help you administer your infrastructure environments more efficiently and cost-effectively and keep your core systems up and running.

Details

- Ranges from selective out-tasking to comprehensive management solutions
- Offers modular service packages to help improve operational efficiency
- Helps reduce costs through automation and global delivery
- Boosts customer satisfaction through high-performing, security-rich systems
- Allows you to choose from three service levels that allow you to pay for only the services you need—with no renovation of your existing multivendor environment required

Duration

This is an annuity service; contract duration varies and typically ranges from three to five years



CUT COSTS



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» IBM Server Optimization and Integration Services

With these services, your organization can create a cost-effective, scalable, flexible and resilient server infrastructure to support your business applications. Our Service experts use industry-leading consolidation and virtualization practices based on IBM experience and intellectual capital to optimize your server performance.

Details

- Helps:
 - Secure a future-state server environment and provide a more flexible and responsive IT infrastructure
 - Improve operational efficiencies and response times
 - Enhance and simplify systems management
 - Improve application performance and availability
 - Increase security, automation and access to critical business information and processes
 - Support lower software license fees and reduce maintenance fees
 - Reduce total cost of ownership, potentially by as much as 20 percent

Duration

Typically two weeks to more than six months, depending on the scope of the project



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- » **IBM Server Product Services for Power Systems**
- » **IBM Server Product Services for System x**
- » **IBM Server Product Services for System z**

Many organizations don't have the resources to get IBM server systems—and advanced capabilities—up and running quickly with minimal impact to system users and business operations. These services can speed server implementation while potentially reducing disruptions and risks to ongoing operations.

Details

- Implements IBM Power Systems™, IBM System x® and IBM System z® servers and associated software while helping to minimize potential disruptions and risks to ongoing operations
- Includes assistance with planning, hardware and software implementation, configuration, and integration
- Offers an IBM global delivery model that provides access to world-class methods, tools and people, allowing you to rapidly deploy solutions virtually anywhere
- Provides experienced IBM specialists who use proven, repeatable methodologies to ease the transition to new servers and provide hands-on skills transfer

Duration

Typically one to six weeks, depending on the scope of the project



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STORAGE AND DATA SERVICES

Across virtually all industries, more information needs to be stored, managed and used to address regulations, boost customer satisfaction and make more informed decisions. But when data volumes increase, so can the complexity and capacity of your storage environment. Storage and data services from IBM can help you can do more with less. By allowing you to reuse existing investments, consolidate data loads and virtualize data storage, our services can help you simplify your environment while reducing your operating and administrative costs. Reenvision your storage solution to reduce floor space, save energy and increase utilization rates. >>

» IBM Storage and Data Product Services

IBM offers implementation services for disk systems, tape systems, storage software and network-attached storage to shorten the time to implement new storage technology or migrate data—all while helping to reduce risks.

Details

- Helps you:
 - Reduce risk when adding, upgrading or changing your storage infrastructure
 - Realize storage system solution benefits more quickly
 - Leverage your investments in IBM storage solutions
 - Keep applications and data available for business users
 - Reduce the need for skilled internal resources
- Uses proven methodologies and tools to help you quickly and effectively adopt the latest technologies
- Allows you to move stored data in your IBM-based infrastructure, across mixed-vendor environments and over distances—without disrupting application availability
- Offers many services on a fixed-scope and fixed-price basis, making them easy to understand and purchase

Duration

Ranges from one-time-charge software licenses that can be installed within hours to onsite consultation services that can last from one week to more than six months



» IBM Storage Optimization and Integration Services

With these services, your organization can create a computing environment that helps optimize performance by reducing IT infrastructure complexity, controlling management costs and increasing adaptability.

Details

- Includes:
 - A consistent backup process that helps reduce downtime and lower costs
 - Services for global insight, transformation strategy, storage architecture and design, process excellence, storage consolidation, storage virtualization, and scale out file services
- Offers an innovative services model that leverages hardened tools, methods and software to provide outstanding value
- Provides fixed-price, results-oriented services that allow you to see near-term business results from your IT investment

Duration

Typically two weeks to more than six months, depending on the scope of the project



» Storage virtualization can significantly increase utilization, simplify management tasks and allow companies to defer the purchase of additional devices, even as data grows.² «



» IBM Data Mobility Services – Softek asset based services

- Data migration services for open systems and mainframes

Choose from a comprehensive lifecycle of consulting and implementation services that can help you more easily define and execute your data mobility projects while significantly improving cost-efficiency.

Details

- Helps you predict IT data center costs based on your data movement profile
- Enables in-house resources to focus on other key projects
- Provides a comprehensive solution for data migration with flexible pricing
- Streamlines data migration to help reduce disruptions to business operations in mainframe and open systems environments

Duration

This is an annuity service; contract duration varies and is typically one to three years



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BUSINESS CONTINUITY AND RESILIENCY SERVICES

It's not a matter of whether your organization will experience an unforeseen emergency. It's a matter of when. Surprise takes many forms—from a natural disaster or human error to a newly introduced and demanding regulatory requirement. Planning can make the difference between a full-blown catastrophe and business as usual. Be prepared with business continuity and resiliency services from IBM. >>



» IBM Information Protection Services

Delivering high levels of security and availability, this suite of services can help address stringent standards for data protection, business and systems continuity, disaster recovery, and regulatory compliance.

Details

- Offers services that:
 - Automatically back up data from your servers, PCs and laptops from virtually wherever they are located to our security-rich data centers
 - Provide hosted backup and recovery services for your mission-critical data at our offsite data centers, along with comprehensive management
 - Support an automatic, security-rich and offsite data backup and recovery service for small-scale, remote Microsoft® Windows® servers and PCs
 - Enable the continuous availability of e-mail systems and support e-mail archiving policy management capabilities
- Provides a patent-pending, automated management engine that helps reduce human error in operational recovery
- Uses pay-as-you-use pricing

Duration

This is an annuity service; contract duration varies



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» IBM Information Protection Services – data retention and archival – email management express

This service provides the flexibility to choose from a broad range of advanced capabilities, including e-mail continuity and recovery, e-mail wireless continuity and e-mail archiving.

Details

- Offers services that are hosted by IBM and built on years of experience, technical expertise and proven technology to help provide you with a comprehensive, cost-effective solution
- Uses proven, cost-effective service options that can help you maintain employee productivity and e-mail communications during a disruption
- Provides a broad portfolio of service options to choose from with little or no up-front investment
- Supports IBM Lotus Notes® and Microsoft Exchange software on a variety of operating systems and in a wide range of client environments

Duration

This is an annuity service; self-service installation of supporting tools on client e-mail systems is available



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» IBM Disaster Recovery Services

By helping to recover your infrastructure, keep critical employees online, and maintain open and effective communications across your organization during a disruption, these services can help you protect your business operations—and your public image.

Details

- Provides:
 - Resiliency centers located across the United States and Canada—and throughout the world—for testing, disaster declaration and work area recovery
 - A proven track record of recovering 100 percent of our clients that have declared a disaster
 - Comprehensive, flexible recovery options tailored to address your specific technical and business requirements
 - Help with addressing lost employee productivity during a disruption, limiting revenue loss and supporting regulatory compliance requirements
 - Support for employee assistance, crisis communications, and infrastructure repair and replacement in the event of a crisis

Duration

This is an annuity service; contract duration varies but is typically 36–60 months



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» IBM Resiliency Consulting Services

If the worst happens and you don't have a plan in place—or if you're unsure how well your business would perform in a crunch—IBM can help. We work with you to understand your objectives and provide IT and infrastructure risk management and business resilience expertise.

Details

- Provides a comprehensive lifecycle of services to:
 - Identify overall risks and vulnerabilities of your environment, map IT to your critical business processes and create a plan to reduce risk
 - Create a blueprint for a more resilient IT and physical infrastructure
 - Deliver an integrated program, including reporting, aligned to your evolving business needs and risk tolerance levels
 - Help put your plan into action, including validation and periodic testing of your plan and updating your plan because of changes in business conditions

Duration

Typically two weeks to twelve months, depending on the scope of the project



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SECURITY SERVICES

Customer data. Intellectual property. Regulatory compliance. With so much at stake, you can't afford a chink in your IT armor. In today's world, protecting your critical business data is a top priority. The safety of your business depends on the safety of your data. Protect it with security services from IBM. >>

» **IBM ISS Managed Security Services**

These services are designed to help you improve your information security by outsourcing security operations or supporting your existing security teams.

Details

- Helps deliver the expertise, knowledge and infrastructure you need to safeguard information assets from Internet attacks
- Provides access to the IBM Internet Security Systems (ISS) Virtual-Security Operations Center portal, a security-rich, Web-based management tool that provides a single interface to easily monitor the security of your overall infrastructure
- Protects your information assets 24x7x365, often at a fraction of the cost of in-house security resources

Duration

This is an annuity service; contract duration varies



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» **IBM ISS Threat Mitigation Services**

These services are backed by the latest vulnerability and threat intelligence from the IBM Internet Security Systems X-Force® research and development team and can protect virtually the entire IT infrastructure—potentially without adding unnecessary cost and complexity.

Details

- Offers IBM preemptive security solutions that help stop Internet threats before they affect your business—from standalone systems to centrally managed security systems to outsourced security
- Provides software, hardware, and professional and managed security services designed to prevent internal and external threats
- Includes network protection, endpoint system protection, application security and vulnerability management

Duration

Ranges from hardware and software products that can be installed in less than one week to annuity offerings; contract duration varies



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» IBM ISS Threat Mitigation Services – security enablement and vulnerability management – emergency response services

Our ISS emergency response team responds quickly to attacks in progress and works with your organization to develop customized emergency response plans to help minimize the effect of future attacks.

Details

- Helps with computer data analysis, discovery and litigation to help you find and prosecute perpetrators of information security breaches
- Uses detailed data analysis to help you find and prosecute perpetrators
- Provides 24x7x365 access to an emergency response services team
- Leverages thorough incident response methodology, including steps for analysis and intelligence gathering, containment, eradication, recovery and prevention
- Includes customized incident response plans and procedures so your organization knows what to do in the event of an attack
- Offers dedicated account management with telephone support and onsite workshops
- Provides assistance with testing and improving preparedness

Duration

This is an annuity service; contract duration is negotiated with the client



» IBM ISS Data Security Services

Identify and protect your organization's critical data from internal and external threats with IBM's advanced solutions for data security, access and compliance. Our streamlined approach supports collaboration across the organization while protecting data in transit or at rest.

Details

- Helps prevent leakage of sensitive data outside the organization and unauthorized movement of sensitive data internally
- Enables you to discover and assess database vulnerabilities and monitor malicious and noncompliant activity
- Helps protect sensitive data and enforce corporate security policies and endpoint devices
- Protects your organization's e-mail systems by blocking unwanted content before it can affect your network

Duration

Ranges from hardware and software products that can be installed in less than one week to annuity offerings; contract duration varies



» IBM ISS Security Governance Services for compliance and regulatory services

Our security consultants are specially trained and certified in the regulations that affect your business. Not only can IBM consultants assess your security processes, but they can also make recommendations to help your organization prepare for, and pass, periodic security audits.

Details

- Provides IBM security consultants who follow a five-step process to help you address regulatory compliance requirements:
 - *Assessment*
 - *Design*
 - *Deployment*
 - *Management*
 - *Education*
- Facilitates compliance by examining your security management lifecycle
- Helps safeguard your supervisory control and data acquisition (SCADA) networks

Duration

Typically one to two months, depending on the scope of the project



» IBM ISS Identity and Access Management Services

These services can help you design, implement, deploy and maintain an integrated identity management system that protects your organization's data, systems and facilities from unauthorized access.

Details

- Enables you to develop a comprehensive identity and access management solution
- Provides services designed to set up, safeguard and manage the lifecycle of your organization's user accounts
- Helps you manage and validate user access to devices, applications and systems
- Promotes user collaboration with comprehensive lifecycle access provisioning support
- Offers a choice of an integrated solution or discrete components
- Includes more efficient, cost-effective identity management processes that support regulatory compliance

Duration

Ranges from hardware and software products that can be installed in less than one week to annuity offerings; contract duration varies



» For business continuity, every company should assess its operations and create a roadmap for recovery in the event of a crisis.³ «

» IBM Physical Security Services

With these services, you can implement greater, more flexible surveillance functionality at a lower cost to safeguard the public, protect assets and guard against theft and fraud.

Details

- Integrates current and future security systems into a unified view to improve incident response and reduce cost
- Helps you view, monitor and digitally record activity, allow digital streaming and get real-time security information
- Helps safeguard your physical working environment and intellectual property with an in-depth review of security controls and processes for your site or throughout your enterprise
- Integrates data from a variety of monitoring devices and applies advanced analytics to improve security, reduce overhead, and increase business flexibility and intelligence

Duration

Typically two to six months, depending on the scope of the project



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MAINTENANCE AND TECHNICAL SUPPORT SERVICES

As the scope and complexity of today's enterprise technology continues to evolve, coordination of IT resources can require higher skill levels and deeper understanding of a wide array of technologies. Maintenance and technical support services from IBM can help protect your IBM and non-IBM equipment. >>

» **IBM Hardware Maintenance Services**

This portfolio of services offers a range of customizable hardware support services for IBM and multivendor systems to help you resolve hardware issues quickly and conveniently. We can also manage your maintenance and support needs by drawing on our extensive infrastructure and deep technical expertise.

Details

- Helps you:
 - *Get the right support for your hardware assets*
 - *Leverage single-call accountability for IBM and multivendor hardware support*
 - *Minimize costly downtime and protect against outages*
 - *Accelerate recovery*
- Simplifies management, cuts costs, improves availability and boosts performance with onsite and remote hardware maintenance services from a single source

Duration

This is an annuity service; durations of one to five years are available



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» **IBM Software Support Services**

Our service portfolio offers remote support for virtually all of your software products. IBM's vast product expertise can help your organization quickly resolve even the most complex software-related problems.

Details

- Helps you:
 - *Reduce operating costs and increase efficiency*
 - *Improve availability and reduce downtime*
 - *Reduce complexity*
 - *Ease resource and skills constraints*
 - *Prevent outages, accelerate issue resolution and meet service level requirements with consolidated onsite and remote software support*

Duration

This is an annuity service; durations of one to five years are available



CUT COSTS



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» IBM Managed Support Services

These services are designed to establish a single point of accountability and a simplified contract structure for multivendor hardware and software support throughout your data centers.

Details

- Helps you:
 - *Streamline operations and reduce downtime*
 - *Alleviate the management burden on IT, freeing resources for more strategic tasks*
 - *Improve reliability and efficiency while reducing costs*
- Uses an integrated, automated service delivery model that helps reduce downtime by streamlining problem identification and resolution
- Enables IBM to watch for long-term opportunities to reduce outages in your environment and to work closely with you to make improvements
- Helps you meet service level expectations and acts as a trusted adviser to your IT organization

Duration

This is an annuity service; durations of one to five years are available



CUT COSTS

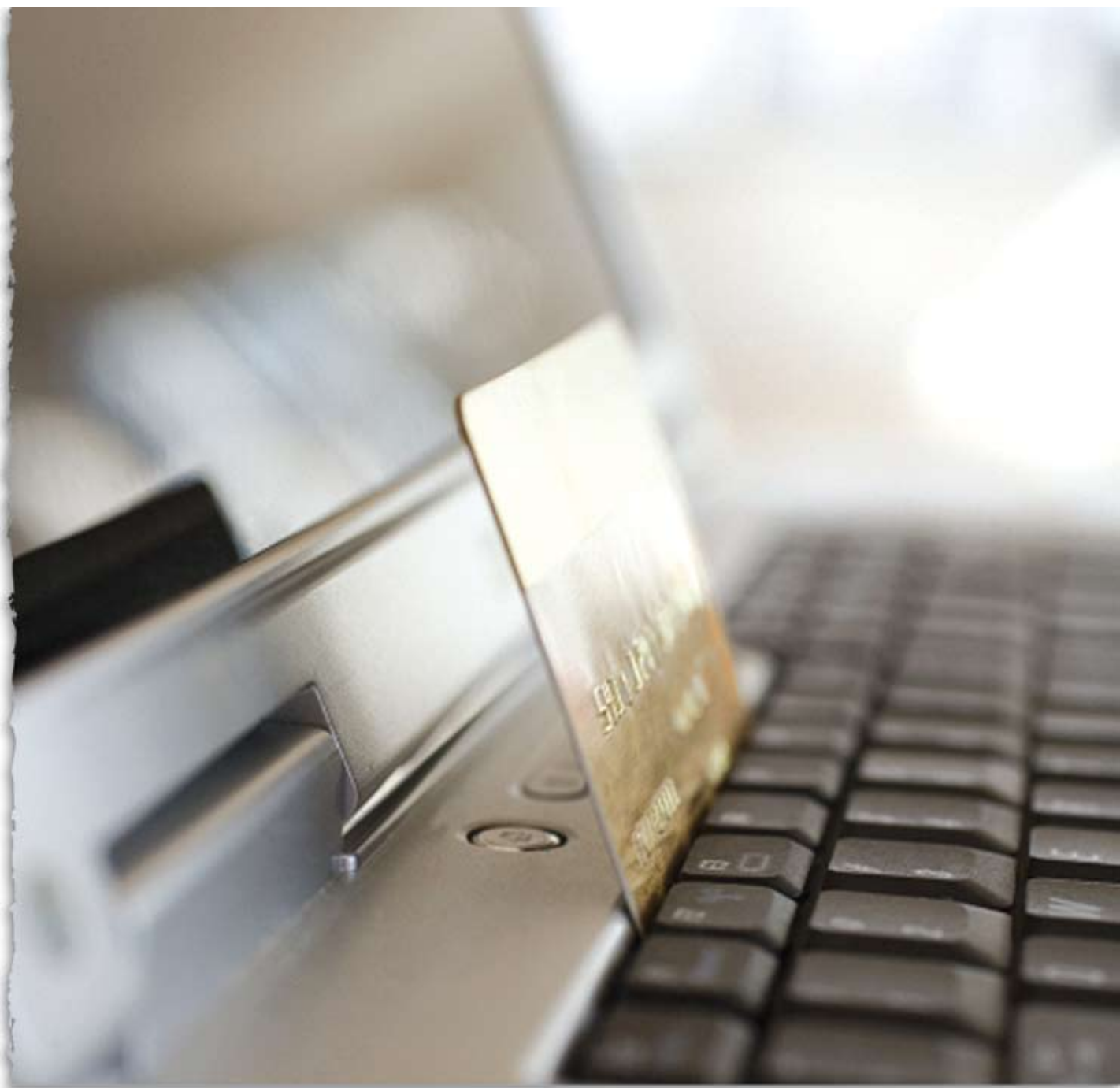


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» **To reduce the financial risks associated with downtime and data loss, companies should assess their defenses ... from the perimeter to the core.**⁴ «



IBM FINANCING

Simply a better way

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Weathering the storm: finding opportunities amid economic uncertainty

The pressure to do more with less

In the face of economic uncertainty, many companies are tightening their belts. Cost cutting has once again become a top priority, and capital expenditures are decreasing. IT is often included in these cuts. New projects proposed by IT must demonstrate concrete, near-term ROI or they are likely to be delayed or canceled.

Uncover opportunities to cut costs

From the CFO perspective, there's always room for cost takeout in the IT environment. Although cost-efficiency has remained among IT's top priorities for several years, the CIO now faces increased pressure to squeeze even more savings from the existing infrastructure.

Infrastructure consolidation and virtualization

Server virtualization is one of the most feasible and successful ways to achieve high server consolidation rates. Companies can consolidate the workloads of up to 20 servers onto just one machine and reduce server management costs—potentially by up to 70 percent.

Virtualization can also improve storage management, helping companies cope with rapidly expanding data volumes. By unlocking and combining existing capacity, storage virtualization can significantly increase utilization, simplify management tasks and allow companies to defer the purchase of additional devices, even as data grows.

Network convergence

Most companies pay more than they need to for voice communications. By combining voice, data and even video traffic onto an IP network, companies can eliminate charges for intraoffice calls and reduce total telephony costs—potentially by up to 20 percent annually. A unified platform also simplifies management and supports a number of solutions that are quickly becoming essential for the modern workplace—including IP telephony, unified messaging, IP-based call center operations and real-time collaboration. Thus, the converged network can fuel ongoing ROI in the form of efficiency and productivity gains.

Desktop virtualization

By hosting virtual desktops in the data center, companies can reduce endpoint device management requirements and enable users to access their applications and data from practically anywhere. Centralization can reduce application and energy costs enough to provide ROI of potentially up to 40 percent in 12 months.

Get more from your existing investments

Finding new ways to use old equipment is well worth the effort especially when the budget for new technology has shrunk. Fortunately, companies have several ways to leverage, extend and protect elements of the existing infrastructure.

Network optimization

Companies can increase network efficiency, reduce costs and enhance performance when they reconfigure their network infrastructures to support business goals. Periodic tuning and optimization can make management much easier as organizations deploy new applications, support more end user devices and increase traffic.

Business protection

For business continuity, every company should assess its operations and create a roadmap for recovery in the event of a crisis. In addition, companies need to take precautions to protect their networks and data from Internet-based threats. To reduce the financial risks associated with downtime and data loss, they should assess their defenses to make sure that the entire network is protected—from the perimeter to the core.

Come out on top—with help from IBM

Although economic uncertainty is increasing, IT organizations can better position themselves to weather the storm. With a continued focus on making smart, careful IT investments, organizations can obtain concrete, near-term results that support long-term success. Wherever assistance is needed, IBM can help organizations take advantage of opportunities so they don't just survive the economic conditions—they also emerge stronger and healthier.

Index of offerings

Middleware services

- 10 IBM IT Lifecycle Management and Governance Services – service management implementation
- 11 IBM SOA Integration Services – Web infrastructure optimization and virtualization

End user services

- 14 IBM Smart Business Desktop – Desktop Cloud Services

Integrated communications services

- 18 IBM Network Integration Services
- 18 IBM Converged Communications Services
- 19 IBM Mobility and Wireless Services

Site and facilities services

- 22 IBM Data Center Family modular data center solutions
- 22 IBM IT Facilities Consolidation and Relocation Services
- 23 IBM IT Facilities Cabling Services – fiber transport system

Server services

- 26 IBM Server Managed Services – remote managed infrastructure
- 26 IBM Server Optimization and Integration Services
- 27 IBM Server Product Services for Power Systems
- 27 IBM Server Product Services for System x
- 27 IBM Server Product Services for System z

Storage and data services

- 30 IBM Storage and Data Product Services
- 30 IBM Storage Optimization and Integration Services
- 31 IBM Data Mobility Services – Softek asset based services
 - Annuity based data migration services for open systems
 - Annuity based data migration services for mainframe

Business continuity and resiliency services

- 34 IBM Information Protection Services
- 34 IBM Information Protection Services – data retention and archival – email management express
- 35 IBM Disaster Recovery Services
- 35 IBM Resiliency Consulting Services

Security services

- 38 IBM ISS Managed Security Services
- 38 IBM ISS Threat Mitigation Services
- 39 IBM ISS Threat Mitigation Services – security enablement and vulnerability management – emergency response services
- 39 IBM ISS Data Security Services
- 40 IBM ISS Security Governance Services for compliance and regulatory services
- 40 IBM ISS Identity and Access Management Services
- 41 IBM Physical Security Services

Maintenance and technical support services

- 44 IBM Hardware Maintenance Services
- 44 IBM Software Support Services
- 45 IBM Managed Support Services





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1,2,3,4 IBM, *Weathering the storm: IT challenges and opportunities amidst economic uncertainty*, August 2008.

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